

TRIP REMINDERS...

- Please be ready when the taxi arrives to ensure timely service. The taxicab operator will alert you when he or she has arrived. If the taxi is more than 25 minutes late, you may withhold your trip ticket and ride at no charge.
- You are free to reward good service, but tipping is not required.



For Registration & Ticket Information

PLEASE CALL

(310) 618-2536

**Mail Orders To:
West Annex Transit Center**

Torrance City Hall
3031 Torrance Blvd.
Torrance, CA 90503

Torrance Community Transit Program



*Senior Taxi
&
Dial-A-Taxi*

EFFECTIVE JULY 1, 2005

BACKGROUND INFORMATION

- The three taxicab companies listed below provide same-day service, 24 hours a day, 7 days a week.
- Participants may purchase, once a month, a maximum of 16 tickets. Purchase price ranges from \$5.00–\$1.00, depending on total household income level.
- All tickets expire 90 days from the date order is processed.
Once expired, tickets are invalid and have no cash value. Tickets will not be exchanged or refunded for any reason.
- Shared rides are strongly encouraged and require only 1 (one) ticket as long as the pickup and drop-off points are the same for all passengers.
- Participants will be enrolled in Senior Taxi *or* Dial-A-Taxi. Duplicate enrollment is prohibited.
- Rainy Day Tickets, which do not have an expiration date, are available as a special one-time offer of 8 tickets. Lost, stolen or misplaced tickets will not be replaced.
- Questions? Call (310) 618-2536 for more information about Torrance Community Transit Program. For complaints, call (310) 618-6234.

Providers

for the Torrance Community Transit Program

All Yellow Taxi..... (310) 715-7556

Bell Cab..... (800) 999-9977

South Bay Yellow / United Checker Cab Co-Op (866) 400-4103

TCTP INFORMATION

Senior Taxi

- Participant must be a resident of Torrance and be 65 years or older.
- Regular ticket price is \$5.00. Discount tickets are available for either \$3.00 or \$1.00 depending on income. You may apply for the discounted tickets by completing an application available from the West Annex Transit Center.



REGISTRATION

To register for the Senior Taxi service you must apply *in person* at:

West Annex Transit Center
3031 Torrance Boulevard
Torrance, CA 90503

Monday through Thursday
between the hours of
10:00–11:30 am or 1:00–4:30 pm

Please bring proof of
age and residency.

Dial-A-Taxi

- Participant must be a disabled resident of Torrance or Lomita.
- Ticket price is \$1.00 regardless of income.
- Eligibility must be renewed every year for those on temporary disability.
- For non-ambulatory participants, you must inform the taxi company that you need a lift equipped vehicle. **Reservations should be made at least 24 hours in advance.** Same day service may be available.

REGISTRATION

for Dial-A-Taxi please call:

TORRANCE

West Annex Transit Center
(310) 618-2536

LOMITA

ask for Dial-A-Taxi Coordinator
(310) 325-7110

Program Rules

- Participants must fill in origin, destination and trip date on each ticket
- Requests for additional tickets for medical reasons will be evaluated on a case-by-case basis. Additional tickets will be available for a specified, limited period of time, not to exceed 16 additional tickets, as determined by a physician and staff evaluator
- No Boundaries
- Each ticket has a value up to \$13.00 in taxi fare
- Option to use more than one ticket per ride
- Participants will be required to pay a portion of the taxi ride, if the fare is more than \$13.00
- Maximum number of tickets sold per person is 16 tickets per once a month

Example: If your taxi ride is \$17.00, you can use one ticket (value up to \$13) and pay \$4.00 cash or use two tickets and pay nothing.

Frequently Asked Questions

- How do I purchase tickets?**
Torrance Residents: First-time participants may purchase tickets when they register for the program. *Subsequent orders must be mailed to the West Annex Transit Center.* Orders must include a self-addressed stamped envelope and payment. Make checks payable to **City of Torrance**. Processing of ticket orders can take up to two weeks. *Selling or giving away ticket(s) is prohibited.*

- How do I use this service?**
Call one of the three taxi companies listed on the back side of your ticket. Be prepared to give the operator your name, phone number, pick-up address and destination address. Fill out the required fields on the ticket.

Please make sure you are ready when the taxi cab arrives. Once you have reached your destination, hand the driver one ticket.

- What if my tickets are lost, stolen or misplaced?**
Lost, stolen or misplaced tickets will not be replaced.